

RESOLUTION NO. RS2018-1087 (VERCHER) – This resolution would authorize the Department of Law to settle the personal injury claim of Sherre Bishop against the Metropolitan Government in the amount of \$14,492.71.

On April 15, 2017, a 911 call was placed from a residence where a 90 year old woman, the step-mother of Ms. Bishop, was suffering breathing problems. The 911 dispatcher mistakenly provided the ambulance with the wrong address. A new dispatch to the correct address was placed approximately 15 minutes after the initial 911 call. When Emergency Medical Services arrived, they found Ms. Bishop's stepmother had died.

The dispatcher was a new employee. She was re-trained as a result of this incident and placed on a performance improvement plan, but no disciplinary action was taken at the time. However, four months later, the dispatcher made a similar error. She was to be placed on a one-day suspension for that incident, but chose to resign instead.

Ms. Bishop has agreed to accept a total of \$14,492.71 in full settlement of this case. The Department of Law recommends settlement of this claim.

Fiscal Note: This settlement would reduce the balance of the Self-Insured Liability Fund by \$14,492.71.